

## **TELEPHONE OPERATOR/RECEPTIONIST**

**JOB TITLE:** Telephone Operator/Receptionist

**GRADE:** 5

**JOB CODE:** 1405

**DATE:** 3/20/95

**GENERAL FUNCTION:** Operates a centralized telephone switchboard system, serves as a receptionist for the office and performs other duties as required. The position also greets clients and visitors to the office and directs them to appropriate staff.

### **CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

Operates a centralized telephone switchboard system.

Makes connections for incoming and long-distance telephone calls.

Provides general and non-technical information in response to questions from the public.

May serve as receptionist in greeting patients/clients and visitors.

Maintains log of calls.

Maintains current directory listings and records to provide accurate information to the public.

Performs light typing and clerical duties and filing, such as, typing employee listings.

May enter appointments on automated system.

**SUPERVISION RECEIVED:** Moderate supervision under standard operating procedures. Incumbent occasionally can function autonomously, with supervisor available to answer questions.

**SUPERVISION EXERCISED:** No supervisory responsibility required

### **JOB SPECIFICATIONS:**

#### **Knowledge and Abilities:**

**Minimum Education, Training, and Experience Requirements:** High school diploma or GED. No experience required.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.